



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Posting Membership Coordinator

Reports to: Development Manager

Department: Community

Status: Full-time, non-exempt

Compensation Range: \$24-\$26 per hour

Schedule: 40 hours per week including some evenings and weekends

Location: On-site

Benefits: The benefits package for this role includes paid sick leave, vacation, and holidays; access to our 403(b)-retirement plan; medical/dental insurance plan, and Flexible Spending Account; unlimited Orca card; and exclusive Museum discounts.

Date Posted: 6/15/2026

Position Overview:

Reporting to the Development Manager, the Membership Coordinator supports the Museum's development efforts by processing memberships and donations, coordinating development communications, maintaining the constituent CRM, and assisting with membership acquisition, retention, renewals, and upgrades. This position also supports fundraising events and community outreach initiatives, as well as providing exceptional customer service to members, donors, staff, and other Museum stakeholders.

Essential Job Functions:

- Process memberships, donations, and other contributions, ensuring accurate and timely recording in the CRM. Generate gift acknowledgements and tax receipts.
- Coordinate membership and annual giving communications, including renewal notices, appeal campaigns, e-mail communications, and new member materials. Collaborate with the Marketing team to develop supporting marketing assets.
- Support the implementation of membership strategies, including member acquisition, retention, renewals, and upgrades.
- Administer matching gift and workplace giving programs across multiple fundraising initiatives.
- Maintain accurate constituent, gift, fund, campaign, and relationship records within the CRM, ensuring data integrity and adherence to established procedures.
- Perform database queries, imports, exports, and reporting; prepare mailing lists, labels, correspondence, monthly dashboards, and other development metrics and business reports.



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- Provide exceptional customer service to members, donors, volunteers, staff, and other Museum stakeholders, responding to inquiries in a professional and timely manner.
- Support fundraising events, community outreach activities, and other Community Team initiatives, providing administrative and operational assistance as needed.
- Represent the Museum professionally and cultivate positive working relationships with members, donors, trustees, volunteers, community partners, and colleagues across all departments.

Knowledge, Skills, and Abilities:

- Strong verbal, written, interpersonal, and customer service skills.
- Excellent organizational skills with the ability to manage multiple priorities and meet deadlines.
- Ability to use a CRM or comparable donor database to maintain accurate records and prepare reports.
- Strong problem-solving skills with the ability to use sound judgment and take initiative.
- Ability to work independently and collaboratively in a team environment.
- Ability to maintain confidentiality and handle sensitive information with professionalism.
- Flexible and adaptable to changing priorities and organizational needs.

Requirements:

- 1-2 years' experience in non-profit development, customer service, data entry, or related experience.
- Familiarity with a variety of software platforms including MS Office applications with the ability to adapt to new tools and technologies as needed.
- Working knowledge of Salesforce or comparable CRM.
- Occasional weekend and evening work.
- Ability to lift 20lbs.
- Ability to be seated/standing for extended periods.

NOTE: This job description is not intended to be all-inclusive. All employees are expected to perform other duties to meet the ongoing needs of the organization.

To Apply: Please e-mail letter of interest and resume to hr@nordicmuseum.org with "Membership Coordinator Position" in the subject line. Incomplete submissions will not be considered. No phone calls please. Position open until filled.



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Masked Hiring Policy: In an effort to reduce unintended biases, an attempt will be made to mask all candidates' identities and demographic details during the initial screening process. We ask candidates not to include photos or other unnecessary personal details in their submissions.

About the Museum

Founded in 1979, the National Nordic Museum (NNM) is the only institution of its size and scale in the United States to present the history and culture of the entire Nordic region (Denmark, Finland, Iceland, Norway, Sweden, the regions of the Faroe Islands, Greenland, and Åland, and the cultural region of Sápmi) and the legacy of Nordic immigrants to the United States. Additionally, the Museum features exhibitions ranging from historical examinations of African Americans who migrated to Nordic countries in the 20th century, to contemporary immersive installations by artists such as Jónsi.

Located along Seattle's working waterfront in an iconic building that embodies Nordic design, the institution is both a museum and a community gathering place.

Our Mission

The NNM shares Nordic culture, values, and ideas with all people to inspire new futures. Our Vision We inspire people to create a more vibrant, more just, more sustainable world.

Our Values

- **Openness:** Foster trust and tolerance, and support everyone's right to express their opinions.
- **Sustainability:** Embrace a connection to nature and employ responsible practices that demonstrate respect for our environment.
- **Social Justice:** Exhibit compassion, respect others, and manifest a conviction for the equal value of all people.
- **Innovation:** Encourage creativity, resourcefulness, and new ways of thinking.

Equal Opportunities for All

The National Nordic Museum provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.